RingCentral

RingCentral Business Communications Comparison Matrix

See popular features included in these RingCentral MVP™ plans to find the one that is right for your business.

Phone | Call queues | Audio conferencing | Business SMS | Internet fax | Video | Rooms (add-on) | Webinar (add-on or standalone) | Events (standalone) | Messaging & Team collaboration | Analytics | Integrations | APIs | Security & Compliance | Administration | Global Solutions

Phone	Core	Advanced	Ultra
High-definition (HD) voice; AI-noise cancellation [1]	•	•	•
Unlimited local calling within the US/Canada	•	•	•
Extension-to-extension dialing	•	•	•
International calling [2]	•	•	•
International calling credit bundles	•	•	•
Toll-free minutes [3]	100	1,000	10,000
Inbound caller ID number	•	•	•
Outbound caller ID number	•	•	•
Presence across all devices	•	•	•
Corporate Directory	•	•	•

1. Supported devices only.
2. Calling rates apply.
3. Toll-free minutes are per account regardless of number of lines. Additional minutes are always available for purchase.

Phone	Core	Advanced	Ultra
Dial-by-name directory	•	•	•
Autodial (Ringdown)	•	•	•
3 way calling	•	•	•
99.999% Uptime, <6 mins of annual downtime	•	•	•
Auto-receptionist	•	•	•
Advanced call handling: mute/unmute, transfer, record, forward, park (private or public)	•	•	•
Custom answering & call routing rules	•	•	•
Music and messages on hold	•	•	•
Call flip (flip devices in 1 click)	•	•	•
Call switch (switch calling to video in 1 click)	•	•	•
Call park	•	•	•
Call forwarding	•	•	•
Call delegation	•	•	•
Call from computer (softphone)	•	•	•
Shared lines [4] and voicemail	•	•	•
Answering rules	•	•	•
Click to dial	•	•	•
Reply to phone call with automated voice message	•	•	•
Forward all calls with 1 click	•	•	•
Enhanced call forwarding, user call handling enhancements	•	•	•
RingMe® click-to-call me	•	•	•

4. Not available for one line accounts.

Phone	Core	Advanced	Ultra
RingOut® click-to-call out	•	•	•
Visual voicemail – voicemail transcriptions, voicemail to email	•	•	•
Forward voicemails, calls, etc.	•	•	•
Emergency calling (E911) [5]	•	•	•
AI-powered Robocall protection	•	•	•
Advanced call screening and blocking (user level)	•	•	•
Standalone call window (on desktop)	•	•	•
Call recording	On-demand	Automatic / On-demand	Automatic / On-demand
Incoming Caller ID Name (CNAM)	•	•	•
End-to-end encryption for phone calls (beta) [6]	•	•	•
Phone rental options: desk & conference phones	•	•	•
Receptionist and admin console – head-up display (HUD)	•	•	•
Intercom announcements and paging [4]	•	•	•
Push To Talk / walkie-talkie	Add-on	Add-on	Add-on
Unified inbox (voicemail, SMS, eFaxing)	•	•	•
Voicemail-to-text transcriptions - AI feature	○	•	•
Hot desking on a shared phone	○	•	•
Advanced call handling (monitor, whisper, barge, takeover)	○	•	•
Up to 8-digit extensions with site codes	○	•	•
Closed captions (beta) - AI feature	○	○	•
Live and post call transcriptions (beta) - AI feature	○	○	•

Phone	Core	Advanced	Ultra
Call summaries (beta) - AI feature	○	○	•
Call highlights (beta) - AI feature	○	○	•
Sentiment scoring (beta) - AI feature	○	○	•
Action items, Next steps, Q&A (beta) - AI feature	○	○	•

4. Not available for one line accounts.
5. Available in the US and Canada only.
6. Applicable to RingCentral app-to-app calls only.

Call queues	Core	Advanced	Ultra
Call Queues & Hunt Groups	•	•	•
Bridge call appearance (BCA) delegated lines	•	•	•
Directed call pickup	•	•	•
Call queue overflow	○	•	•
Call queue routing options	○	•	•
Call queue remote member management	○	•	•
Call queue pickup	○	•	•
Group call pickup	○	•	•

Audio conferencing	Core	Advanced	Ultra
Unlimited audio conferences with up to 1,000 attendees per conference	•	•	•
Own unique bridge number and access codes	•	•	•
Invite international participants with local dial-in numbers in 50+ countries	•	•	•
Send instant invitations via email or text	•	•	•
Reset host and participant access codes	•	•	•
Premium audio conference numbers	•	•	•

Business SMS	Core	Advanced	Ultra
SMS integrated with unified inbox and business phone number for calling	•	•	•
Business SMS allocations [7]	25 /user/month	100 /user/month	200 /user/month
Group SMS/MMS	•	•	•
Bulk SMS - send the same text to multiple people in separate messages [8]	•	•	•
Bulk forward SMS/MMS	•	•	•
Bulk delete SMS/MMS	•	•	•
Messages sync instantly across mobile and desktop apps	•	•	•
Send more than plain text – send MMS, emojis, attachments and more	•	•	•
Carrier compliant and optimized for deliverability – meets new Carrier requirements and reduces risk of fines	•	•	•

7. User allocations are pooled across the account.

8. Send the same text to up to 100 recipients using the RingCentral app. For larger outreach, use the SMS Campaigns App, available for free, to send the same text to thousands at once. Contact your Account Executive for more details.

Internet fax	Core	Advanced	Ultra
eFax integrated with unified inbox and business phone number for SMS and calling	○	•	•
Unlimited eFaxing	○	•	•
Connect faxing to your other apps	○	•	•
Send faxes using a fax machine with an analog adapter	○	•	•
Fax from desktop computer [9]	○	•	•
Email-to-fax	○	•	•
Print-to-fax	○	•	•
Scan-to-fax	○	•	•
Drag-n-drop files as attachments [10]	○	•	•
Receive multiple faxes simultaneously (no busy signals)	○	•	•
Print incoming faxes automatically	○	•	•
Instant fax alerts by SMS, email, etc.	○	•	•
Flexible fax scheduling	○	•	•
Customizable fax cover pages [11]	○	•	•
Group faxing capability [12]	○	•	•
Advanced fax spam blocking	○	•	•
Fax activity log	○	•	•
Fax admin controls: roles & permissions	○	•	•

9. Available on Windows only.
10. Attach up to 20MB of files.
11. Available on desktop and mobile apps.
12. Up to 50 recipients.

Video meetings	Core	Advanced	Ultra
HD audio and video	•	•	•
Maximum meeting participants	100	100	200
Video recording cloud storage	Unlimited	Unlimited	Unlimited
Video recording retention period [13]	1 year	1 year	1 year
Dynamic end-to-end encryption	•	•	•
Screen and application sharing	•	•	•
Advanced annotation features	•	•	•
Active speaker spotlight	•	•	•
Intuitive host and attendee controls	•	•	•
Public and private in-meeting chat	•	•	•
Personal meeting IDs and names	•	•	•
Ability to lock meetings	•	•	•
Meeting passwords	•	•	•
Test mic and speaker settings	•	•	•
Send instant invitation via email or text	•	•	•
Switch meeting across devices (mobile, desktop, Rooms) [14]	•	•	•
Web client (no downloads required)	•	•	•
Intelligent echo and background noise cancellation	•	•	•
Meetings log and history	•	•	•

13. For data retention policies see ringcentr.al/dataretention.

14. Available on the RingCentral app.

Video meetings	Core	Advanced	Ultra
Audio options: VOIP, PSTN, Call-Me	•	•	•
Microsoft Outlook® and Google Workspace Plugin	•	•	•
Waiting room	•	•	•
Virtual background	•	•	•
Presentation modes	•	•	•
Closed captions	•	•	•
Collaborative notes	•	•	•
Live transcription	•	•	•
Team huddle	•	•	•
Breakout rooms	•	•	•
Meeting insights & summaries	•	•	•
Collaborative whiteboard	•	•	•
Remote desktop control	•	•	•
In-meeting participant reactions	•	•	•
Auto-follow camera setting	•	•	•
Share camera view from a mobile device	•	•	•
Share from Google Drive on a mobile device	•	•	•
Large video meeting add-on options	Add-on	Add-on	Add-on
Rooms option for meeting spaces	Add-on	Add-on	Add-on
RingCentral Rooms Connector for existing third-party SIP-based hardware	Add-on	Add-on	Add-on
Webinar option	Add-on or standalone	Add-on or standalone	Add-on or standalone
Events option	Purchase Separately	Purchase Separately	Purchase Separately

Rooms (add-on)	Core	Advanced	Ultra
End to End Encryption support for meetings	•	•	•
One tap to join meetings	•	•	•
Wirelessly join from desktop or mobile	•	•	•
720 HD video & audio	•	•	•
Rooms analytics	•	•	•
Easy activation code room sign in	•	•	•
3rd party meetings with Zoom and Webex	•	•	•
Works with Appliance hardware, usb hardware, and PC and Mac Room Kits	•	•	•
Rooms status and alerts	•	•	•
Passcode protect admin settings	•	•	•
Room camera control	•	•	•
Prefixed camera positions	•	•	•
HDMI screen share	•	•	•
Calendar integrations with Office 365, Google and Exchange	•	•	•
Scheduling display	•	•	•
Closed Captions	•	•	•
Remote software management	•	•	•
Waiting room	•	•	•
Mobile phone as a Rooms controller	•	•	•
Voice activated control for Rooms	•	•	•
Mobile device to Rooms switch	•	•	•
Cross platform compatibility between host device and room tablet controller	•	•	•
Rooms as a softphone system	•	•	•
RingCentral Rooms Appliances - all-in-one video conferencing hardware solution [15]	Add-on	Add-on	Add-on

15. Rentable via device-as-a service.

Webinar (add-on or standalone)	Core	Advanced	Ultra
Maximum attendees	10,000	10,000	10,000
Web client join (no downloads required)	•	•	•
Easily record and share webinar recordings	•	•	•
Virtual backgrounds for webinar host and panelists	•	•	•
Presentation modes for enhanced webinar presentations	•	•	•
Backstage preparation for webinar host and panelists	•	•	•
Spotlight on webinar panelists	•	•	•
Quality of service analytics for webinar performance	•	•	•
Ability to lock meetings	•	•	•
Waiting room	•	•	•
Q&A interaction	•	•	•
Polling	•	•	•
Live stream to Youtube	•	•	•
Join as panelist from desktop app, mobile app, RingCentral Rooms	•	•	•
Customizable branding on registration forms	•	•	•
Customize content on registration forms	•	•	•
Automated emails before and after webinar	•	•	•
Social sharing links on registration form with tracking	•	•	•
Marketing integration: Marketo	•	•	•

Events (standalone)	Core	Advanced	Ultra
Maximum events attendees	100,000	100,000	100,000
Welcome lobby with dynamic event schedule	•	•	•
Unlimited concurrent live sessions	•	•	•
Dynamic networking and live meetings	•	•	•
Unlimited virtual expo hosting	•	•	•
Built-in broadcast studio production software	•	•	•
Polls	•	•	•
Quizzes	•	•	•
Q&A	•	•	•
Closed Captions	•	•	•
Breakout Rooms	•	•	•
RTMP Compatible	•	•	•
Hybrid event ticketing, scheduling, producing	•	•	•
Customizable landing pages	•	•	•
Customizable content on registration forms	•	•	•
UTM codes for event marketing campaigns	•	•	•
Attendee management (tickets, promo codes, refunds, waitlists, etc.)	•	•	•
Advanced analytics, data reports, realtime dashboard	•	•	•
CRM and API integrations	•	•	•
SSO	Additional cost	Additional cost	Additional cost
Agency Partners for Event Production	Additional cost	Additional cost	Additional cost

Messaging & Team collaboration	Core	Advanced	Ultra
Chat with internal and external contacts	•	•	•
Integrated messaging with telephony calling, SMS, fax and video conferencing [16]	•	•	•
Unlimited posts	•	•	•
Integrated with company directory	•	•	•
Unlimited guest users	•	•	•
Presence status	•	•	•
Document / file sharing	•	•	•
Search across groups, messages, files	•	•	•
Calendar integration	•	•	•
Event creation and management	•	•	•
Task creation and management	•	•	•
In-app document previews	•	•	•
Team administration controls	•	•	•
Advanced account-level administration controls	•	•	•
Shortcuts for frequently used features: quick actions, app navigation, text formatting	•	•	•
Dark theme	•	•	•
Emoji reactions	•	•	•
Personal folders	•	•	•
Customizable tabs	•	•	•
Forward posts between conversations	•	•	•
Embedded apps in team messaging (RingCentral Add-Ins)	•	•	•
@ mentions for individuals and teams	•	•	•
Switch RingCentral accounts	•	•	•

16. Core edition does not include fax.

Messaging & Team collaboration	Core	Advanced	Ultra
Post an email as a message	•	•	•
Unified app access (desktop, mobile, browser-based)	•	•	•
Create a team based on a scheduled Video meeting with Team Connect	•	•	•
In-app Resource Center for onboarding, feature discovery, help, support and feedback	•	•	•
Mobile apps for iOS and Android	•	•	•
Unlimited storage for files and messaging[17]	○	○	•

17. For details on storage limits and data retention see ringcentr.al/dataretention.

Analytics	Core	Advanced	Ultra
Call logs	•	•	•
Real-time quality-of-service analytics and alerts	•	•	•
Live Reports for real-time call queue management	Add-on	Add-on	Add-on
Adoption analytics	○	•	•
Business Analytics Essentials	○	•	•
Customer-defined locations	○	•	•
Report subscriptions	○	•	•
Business Analytics Pro	○	Add-on	•
RingCentral Rooms analytics and alerts [18]	○	○	•
Device analytics and alerts	○	○	•

18. Rooms data is available to RingCentral Rooms customers.

Integrations	Core	Advanced	Ultra
RingCentral for Google Workspace and Google Chrome	•	•	•
RingCentral for Microsoft Teams	•	•	•
RingCentral for Microsoft Outlook [19]	•	•	•
RingCentral for Office 365	•	•	•
RingCentral for Slack	•	•	•
RingCentral for Zapier	○	•	•
RingCentral for Salesforce®	○	•	•
RingCentral for Hubspot	○	•	•
RingCentral for Zendesk	○	•	•
RingCentral for ServiceNow®	○	•	•
RingCentral for SugarCRM	○	•	•
RingCentral for Bullhorn	○	•	•
RingCentral for NetSuite	○	•	•
RingCentral for Microsoft Dynamics 365	○	•	•
RingCentral for Okta	○	•	•
RingCentral Archiver	○	•	•
RingCentral for LTI (Blackboard, Moodle, D2L, Canvas)	○	•	•
RingCentral for Canvas	○	•	•
RingCentral for Smarsh	○	•	•
RingCentral for Zoho	○	•	•

19. Windows only

Developer platform, custom integrations, access to APIs	Core	Advanced	Ultra
Low code embeddable widgets and drag and drop workflow builder	•	•	•
Sandbox environment for development	•	•	•
Voice APIs	•	•	•
Active Call Control APIs	•	•	•
WebRTC E911 API	•	•	•
SMS and bulk SMS APIs	•	•	•
Team Messaging APIs	•	•	•
Social Messaging APIs	Add-on	Add-on	Add-on
Data and Analytics APIs	•	•	•
System Config APIs	•	•	•
Video and Audio APIs	•	•	•
Video SDK (white labeled experiences)	Add-on	Add-on	Add-on
Fax APIs	•	•	•
Free developer support	•	•	•

Security and Compliance	Core	Advanced	Ultra
7 layers of enterprise-grade security	•	•	•
Single Sign-On (SSO support)	•	•	•
Alphanumeric password	•	•	•
Session timer	•	•	•
Authorized apps manager	•	•	•
Endpoint management via RingCentral for Microsoft Intune	•	•	•
eDiscovery and legal hold [20]	•	•	•
Data loss protection [20]	•	•	•
TLS encryption/SRTP secure voice	•	•	•
ISO 27001, 27017-18 and 22301 certified	•	•	•
SOC 2 & SOC 3 compliant	•	•	•
HITRUST certified	•	•	•
UK Cyber Essentials Plus certified	•	•	•
BSI C5 certified	•	•	•
PCI-compliant (MVP, RingCentral Contact Center)	•	•	•
GDPR compliant	•	•	•
STIR/SHAKEN compliance	•	•	•
RAY BAUMs Act and Kari's Law Compliance	•	•	•
Business Associate Agreement for HIPAA regulated customers [21]	•	•	•

20. Via 3rd party integration with Theta Lake.
21. For US customers only.

Administration	Core	Advanced	Ultra
Advanced business phone system (cloud PBX)	•	•	•
Customizable greetings	•	•	•
Multi-level auto attendant and Interactive Voice Response (IVR)	•	•	•
Number porting	•	•	•
Live call monitoring	•	•	•
Role based access controls and permissions	•	•	•
Bulk uploading of new users (2500 at a time)	•	•	•
Mobile onboarding for mobile-only users	•	•	•
Zero touch provisioning on select deskphone devices	•	•	•
Web-based user and admin portals	•	•	•
Company setup, add new users on mobile	•	•	•
Free, instant software upgrades/updates	•	•	•
Call management and phone system administration	•	•	•
Multiple account management	•	•	•
Data retention [22]	•	•	•
Audit Trail	•	•	•
Compliance exports	•	•	•
RingCentral service status site	•	•	•
Templates for bulk uploads	•	•	•

22. Retention period applies.

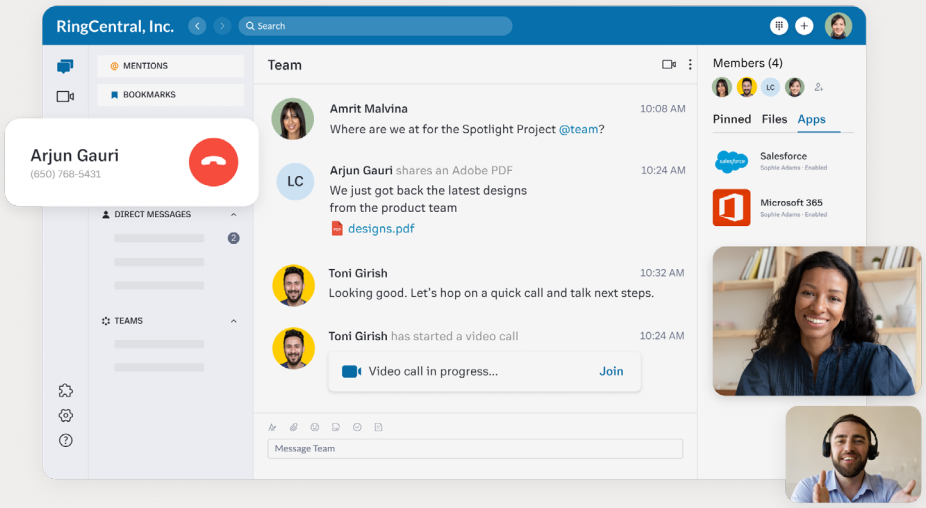
Administration	Core	Advanced	Ultra
Accessibility features	•	•	•
Set primary number across multiple endpoints	•	•	•
Bring your own devices (BYOD) on select deskphones and headsets	•	•	•
24/7 support [23]	•	•	•
Professional implementation	•	•	•
Integrated telephony for Microsoft Teams	•	•	•
Include non-Phone (Video Pro/Pro+) users in account	•	•	•
Single Sign-On (SSO support)	•	•	•
Okta AD integration	•	•	•
Azure AD integration	•	•	•
Cost center management	○	•	•
Citrix & VMware virtual desktop softphone integration	○	•	•
Role-based access control with customized roles/permissions	○	•	•
Multi-site admin and management	○	•	•

23. Live phone support is available 24/7 for 2+ users, in English only.

Global Solutions	Core	Advanced	Ultra
Local PSTN in 45 countries [24]	•	•	•
Local and toll free numbers in 105 countries [24]	•	•	•
18 languages (on desktop, mobile, and browser)	•	•	•
1,000 Regional Calling Minutes [25]	•	•	•
Emergency services in Global MVP countries [26]	•	•	•
Self-service global number ordering [26]	•	•	•
BYOC available in 65 countries	•	•	•

24. Additional license fee applies. Not available for one tier lines.
25. Available with RingCentral Global MVP subscriptions. Limited in some countries.
26. Subject to country availability.

Note: All information above is subject to change. For more details, please contact your RingCentral Account Executive. Terms and conditions apply.



For more information, please contact a sales representative. Visit ringcentral.com or call 855-774-2510.

RingCentral, Inc. (NYSE: RNG) is a leading provider of business cloud communications and contact center solutions based on its powerful Message Video Phone™ (MVP®) global platform. More flexible and cost effective than legacy on-premises PBX and video conferencing systems that it replaces, RingCentral empowers modern mobile and distributed workforces to communicate, collaborate, and connect via any mode, any device, and any location. RingCentral offers three key products in its portfolio including RingCentral MVP™, a unified communications as a service (UCaaS) platform including team messaging, video meetings, and a cloud phone system; RingCentral Video®, the company's video meetings solution with team messaging that enables Smart Video Meetings™; and RingCentral cloud Contact Center solutions. RingCentral's open platform integrates with leading third-party business applications and enables customers to easily customize business workflows. RingCentral is headquartered in Belmont, California, and has offices around the world.

RingCentral

RingCentral, Inc. 20 Davis Drive, Belmont, CA 94002. ringcentral.com

© 2023 RingCentral, Inc. All rights reserved. RingCentral, the RingCentral logo, and all trademarks identified by the ® or ™ symbol are registered trademarks of RingCentral, Inc. Other third-party marks and logos displayed in this document are the trademarks of their respective owners.

1093088609 06/2023